

# 2012 Central Region Supportive Housing Conference Saint Paul RiverCentre, St. Paul, MN

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**WEDNESDAY AND  
THURSDAY  
SEPTEMBER 12-13, 2012**  
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## Supportive Housing Bus Tour

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**TUESDAY  
SEPTEMBER 11**  
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Visit [www.regonline.com/csh\\_conference](http://www.regonline.com/csh_conference) for:

- Online registration
- Lodging, parking and directions
- Sponsorship Information
- PiiNHZO and Iluq Awards
- Central Region Awards

[Registration Brochure 8/08/12]



In an effort to control printing costs and reduce paper consumption, conference materials will not be mailed. Please download and print this document—in whole or in part—if you wish.

**CSH IS PROUD TO PRESENT THE  
2012 CENTRAL REGION  
SUPPORTIVE HOUSING CONFERENCE  
SEPTEMBER 12-13, 2012 | SAINT PAUL RIVERCENTRE**

The goal of the Conference is to share best practices and the latest innovations with the industry and to foster partnerships in order to develop the highest quality supportive housing possible. The Conference will bring together hundreds of individuals representing nonprofit supportive housing providers, housing developers, social service agencies, government, private foundations and investors. Over two days, the Conference will offer access to nationally recognized speakers and evidence-based training on topics ranging from housing development and service delivery to advocacy and organizational development. In addition, the Conference includes a tour of a variety of supportive housing models around the Twin Cities.

This year, the Central Region Supportive Housing Conference is being sponsored by CSH staff from offices in Minnesota, Illinois, Indiana, Michigan and Ohio. Since 1991 CSH has helped communities create permanent affordable housing with services to prevent and end homelessness. CSH provides technical assistance, training, financial support, and policy advocacy to the supportive housing industry. A key part of this work is our regional conferences and training events.

In long-standing tradition, CSH has hosted some of the most interesting and informed speakers to address the conference participants. This year we are excited to present Estelle Richman, Senior Advisor to the Secretary of the U.S. Department of Housing and Urban Development. Ms. Richman has more than 30 years of experience and knowledge in the areas of housing and social services, and will share her insights and understanding on the state of ending homelessness with our audience.

In addition to offering 50 exceptional workshops, the 2012 Central Region Supportive Housing Conference will also feature a plenary session on Health Financing in Supportive Housing. We have gathered six experts from around the country who specialize in various areas of health care and supportive housing to share what is currently being done across the country along with what the future looks like around health financing and supportive housing.

During the 2012 Central Region Supportive Housing Conference we will present several awards. In Minnesota, CSH has presented the PiiNHZO Award annually to an individual who has made significant contributions to ensure that affordable, well-run supportive housing is available to anyone who needs it. The Iluq Award, created in memory of our friend Jonathan Farmer, former Executive Director of the Minnesota Supportive Housing Consortium, has been presented annually to an individual direct service worker who exemplifies Jonathan's energy, enthusiasm and creativity in serving individuals and families who are experiencing homelessness. In addition to these awards, the 2012 Central Region Supportive Housing Conference is introducing three new awards that recognize supportive housing excellence in the Midwest, South and Plains States.

We are extremely humbled by the collection of expertise being brought together for this conference and honored to have you participate. We hope you find the changes an improvement, the content invaluable, and the event an inspiration to your work throughout the year.

# KEYNOTE ADDRESS

## ESTELLE RICHMAN

*Senior Advisor to the Secretary*

Estelle Richman serves as Senior Advisor to the Secretary for the U.S. Department of Housing and Urban Development (HUD). In this role, Richman provides oversight and management over the intersection between housing and social services, and provides advice on HUD’s budget. Richman previously served as the Acting Deputy Secretary and Chief Operating Officer of HUD.



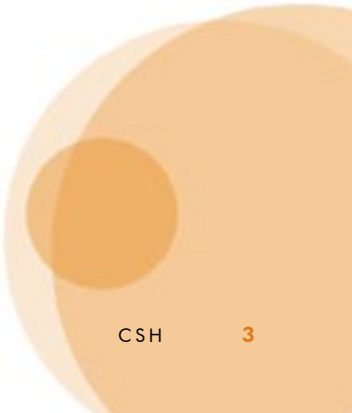
After more than 30 years of public service, Richman joined HUD from the Pennsylvania Department of Public Welfare where she served as Secretary of Public Welfare for 7 years. She also served as Managing Director for the City of Philadelphia and previously Director of Social Services for the City of Philadelphia. Other positions held by Richman include the City of Philadelphia’s Commissioner of Public Health and Deputy Commissioner for Mental Health, Mental Retardation and Substance Abuse Services; and Assistant Director with the Positive Education Program in Cleveland, Ohio, a day treatment program for children with behavior problems.

A nationally recognized expert on issues of behavioral health and children’s services, Richman has been honored for advocacy efforts by the National Alliance on Mental Illness, the American Psychiatric Association and the American Medical Association, among others. She is also the recipient of the 1998 Ford Foundation/ Good Housekeeping Award for Women in Government. In addition, the Behavioral Health System named her the winner of the 1999 Innovations in American Government from the Kennedy School of Government, Harvard University.

Richman received her master’s degree from Cleveland State University.

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# CONFERENCE HIGHLIGHTS

## SUPPORTIVE HOUSING BUS TOUR

*Tuesday, September 11*

To kick off our 2012 Central Region Supportive Housing Conference we will once again offer our extremely popular Supportive Housing Bus Tour. The bus tour gives conference registrants the chance to tour a variety of supportive housing models across the Twin Cities, including new construction, rehabilitated units, scattered site, youth projects, families and single adults.

This year's bus tour has six stops, including new additions to the Twin Cities supportive housing community, along with old favorites. The six sites include Higher Ground, Anishinabe, Clare Midtown and St. Stephen's Human Services in Minneapolis, and Crestview and Seventh Landing in Saint Paul. At each stop participants will receive background information on the housing community, tour the site, and hear from program staff and residents. St. Stephen's will host tour participants for lunch and offer a virtual tour of their innovative programs to end homelessness.

Don't miss this exciting opportunity to visit a few "classics" and "newbie" supportive housing developments and hear how they make it happen. The tour, which runs from 8:30 am to 4:30 pm, will depart from and return to RiverCentre's Kellogg Boulevard entrance.

## AGENDA

8:00 to 8:30 am	Registration	RiverCentre, Kellogg Lobby (Street Level)
8:30 to 12:30 pm	Departure at 8:30 and Supportive Housing Tour	Buses depart from RiverCentre's Kellogg Boulevard entrance. See parking information on page 20.
12:30 to 2:00 pm	Lunch and Virtual Tour	Sponsored, Prepared and Served by St. Stephen's Human Services
2:00 to 4:30 pm	Supportive Housing Tour continues	Buses return to RiverCentre's Kellogg Boulevard entrance



## CONFERENCE HIGHLIGHTS [Continued]

### PLENARY SESSION: HEALTH FINANCING IN SUPPORTIVE HOUSING

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*Confirmed Panelists: David Godfrey, Medicaid Director, Minnesota Department of Human Services, MN; Richard Sheola, Senior Vice President, Public Sector Development, Value Options, MA; Sue Augustus, Chief Operating Officer, Health and Disability Advocates, Chicago, IL; Janette Kawachi, Ph.D., Director of Housing Support Services, Catholic Social Services, Washtenaw County, MI; Karen Batia, Executive Director, Heartland Alliance, Chicago, IL*  
*Moderator: Peggy Bailey, Senior Policy Analyst, CSH-Government Affairs and Innovations*

Each day it becomes increasingly clear that permanent supportive housing plays an integral role in improving health care opportunities for clients and in reducing health care costs. While federal and state health care agencies, advocacy groups and housing and service providers increase their focus on the intersection of health reform and supportive housing, new opportunities have arisen that must be considered in implementing new programs. With the passage of the Affordable Care Act, the supportive housing community has the opportunity to make significant changes in respect to financing supportive services.

The moderated plenary session for the 2012 Central Region Supportive Housing Conference features experts from across the country who specialize in many areas of health care to discuss health financing in supportive housing. Topics covered will include strategies to implement health financing into supportive housing, ways to work with state Medicaid offices, and how to advocate for clients in need of supportive housing and health services, plus many others.

### SUPPORTIVE HOUSING RECEPTION AND AWARD PRESENTATIONS

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In Minnesota, CSH proudly sponsors the PiiNHZO and Iluq Awards. Winners of these awards will be announced during the Supportive Housing Reception on Wednesday, September 12, in the RiverCentre's Rotunda Overlook. For more information about these awards and to see lists of previous award recipients, visit [PiiNHZO/Iluq](#).

The CSH Central Region Supportive Housing Awards recognize Supportive Housing excellence in the Midwest, South and Plains States by sponsoring the following awards:

The SUPPORTIVE HOUSING TENANT LEADERSHIP Award recognizes tenants who have provided leadership in the supportive housing industry. Individuals nominated for this award have led efforts that have resulted in changes in the way supportive housing has been developed. Their efforts have moved the industry forward.

The SUPPORTIVE HOUSING INNOVATION Award recognizes innovation in the supportive housing industry as well as approaches and ways of doing business that are opening up ideas in the industry and leading the way to better outcomes and improved supportive housing models.

The SUPPORTIVE HOUSING QUALITY Award recognizes high quality supportive housing as described in CSH's Seven Dimensions of Quality. CSH encourages nominators to refer to the Indicators of Quality when describing the reason for the nomination, available at [csh.org/dimensionsofquality](http://csh.org/dimensionsofquality).

The Supportive Housing Reception is open to all registered conference and bus tour attendees, presenters, and sponsors.

# AGENDA AND WORKSHOP SCHEDULE

## Wednesday, September 12

7:30 to 8:30 am	Registration and Continental Breakfast	RiverCentre, Upper Level Concourse
8:30 to 8:45 am	Opening Remarks and Welcome George Stone, Program Director, CSH-MN Katrina Van Valkenburgh, Central Region Director, CSH	RiverCentre, Grand Ballroom AB EF
8:45 to 10:15 am	Plenary Session: <b>Health Financing in Supportive Housing</b>	
10:15 to 10:30 am	Break / Exhibits	Upper Level Concourse
10:30 to 12:00 noon	Morning Workshops W11 - W19 (see pages 8-9)	Meeting Rooms 1 – 9
12:00 to 1:15 pm	Lunch	RiverCentre, Grand Ballroom AB EF
1:15 to 1:30 pm	Transition to Afternoon Workshops	
1:30 to 3:00 pm	Afternoon Workshops W21 - W29 (see pages 10-11)	Meeting Rooms 1 - 9
3:00 to 3:15 pm	Break / Refreshments / Exhibits	Upper Level Concourse
3:15 to 4:45 pm	Afternoon Workshops W31 - W39 (see pages 11-12)	Meeting Rooms 1 - 9
5:00 to 7:00 pm	Supportive Housing Reception and Award Ceremony	Rotunda Overlook/Upper Level Concourse

10:30 to 12:00 Noon	LUNCH	1:30 to 3:00 pm	3:15 to 4:45 pm
W11 The Future of Research on the Impact of Supportive Housing		W21 Cultural Competency: Lessons Learned	W31 Housing for all Homeless Youth: A Journey Towards Permanent Supportive Housing for Homeless Youth in the Fargo-Moorhead Metro Area
W12 The ABCs of PHAs		W22 Engaging Public Housing Authorities in Supportive Housing	W32 Public Housing Authority Innovations in Supportive Housing and Systems Change
W13 Hospital to Home		W23 Understanding and Responding to Bed Bugs [3 Hours]	
W14 Innovative Housing Options for Homeless and At-Risk Veterans and Veteran Families		W24 Statewide Discharge Policy Implementation	W34 The Detroit FUSE Project
W15 Analyzing the Role of Transitional Housing in your Continuum		W25 From Cell to Street: What Offenders Need When They Return to the Community [3 Hours]	
W16 Keeping Families Together: Supportive Housing for Child Welfare-involved Families		W26 State Medicaid Collaboration for Serving High-Users in Permanent Supportive Housing	W36 Stages of Change Model for Families in Supportive Housing
W17 Neighborhood Service Organization's Bell Building: Supportive Housing Lessons Learned from Development and Service Perspectives		W27 Together for Youth	W37 The Ways We Work: Interagency Collaborations to Champion and Preserve Supportive Housing
W18 Tax Credits and Supportive Housing: Structuring for Success		W28 What's New with HUD's Homeless Programs?	W38 The Matrix: A Tool to Show How Supportive Housing Changes Lives
W19 Housing People with Histories of Incarceration: Lessons Learned from the Evaluation of the Returning Home Ohio Pilot		W29 Seeing Young Children: Integrating an Early Childhood Focus in Supportive Housing	W39 Evaluating Tenant Progress in Harm Reduction

# AGENDA AND WORKSHOP SCHEDULE

## Thursday, September 13

7:30 to 8:30 am	Registration and Continental Breakfast	RiverCentre, Upper Level Concourse
8:30 to 8:45 am	Opening Remarks and Welcome Deborah De Santis, President and CEO, CSH	Grand Ballroom ABEF RiverCentre
8:45 to 9:00 am	To Be Determined	
9:00 to 10:15 am	Keynote Speaker: <b>Estelle Richman</b> Senior Advisor to the Secretary for the U.S. Department of Housing and Urban Development	
10:15 to 10:30 am	Break / Exhibits	Upper Level Concourse
10:30 to 12:00 noon	Morning Workshops T11 - T19 (see pages 13-14)	Meeting Rooms 1 – 9
12:00 to 1:15 pm	Lunch	RiverCentre, Grand Ballroom ABEF
1:15 to 1:30 pm	Transition to Afternoon Workshops	
1:30 to 3:00 pm	Afternoon Workshops T21 - T29 (see pages 14-16)	Meeting Rooms 1 - 9
3:00 to 3:15 pm	Break / Refreshments / Exhibits	Upper Level Concourse
3:15 to 4:45 pm	Afternoon Workshops T31 - T39 (see pages 16-17)	Meeting Rooms 1 - 9
4:45 to 5:00 pm	Goodbye - Thank You! Overall Evaluations Returned to Registration	Upper Level Concourse

10:30 to 12:00 Noon	1:30 to 3:00 pm	3:15 to 4:45 pm
T11 Getting Supportive Housing's Data House in Order: Dust Mop or Dynamite?	T21 Building "Community" Among Aging Out Foster Youth through Permanent Supportive Housing	T31 Using a CSH Charrette to Create and Update Plans to End Homelessness
T12 Youngdahl Living: Permanent Supportive Housing Blended Management	T22 Ending Homelessness Among Veterans	T32 Coordinating Property Management and Support Services in Supportive Housing
T13 Reentry Housing 101: Why We Should Spend Money to House and Work With Reentry Population	T23 Landlord Outreach: Effective Engagement with Private Landlords for Scattered-site Housing [3 Hours]	
T14 Opening Doors across America: A USICH Call to Action	T24 Impacts of Olmstead on Supportive Housing	T34 Is it Housing First without Harm Reduction? Is Harm Reduction Housing a Different Model?
T15 Supporting Housing Access and Stability with Social Security Disability Benefits	T25 Ending Homelessness on American Indian Reservations	T35 Social Impact Bonds and Supportive Housing
T16 Understanding the New HUD Section 811 Program	T26 Recovery Coaching: Added Value for a Supportive Housing Environment	T36 Changing Service Levels and Stepping Down Services in Supportive Housing
T17 Educational and Child Welfare Outcomes for Children in Supportive Housing	T27 Frequent Users of Emergency Health Services in Supportive Housing	T37 It Takes A Village: A Housing First Model
T18 True Colors Residence - Supportive Housing for LGBT Young Adults	T28 Getting To Year 16... Start Here! [3 Hours]	
T19 Medicaid and Indiana's Service Delivery Model for Supportive Housing	T29 Permanent Supportive Housing as an Evidence-Based Practice and a Framework for Systems Change	T39 Introduction to the Seven Dimensions of Quality for Permanent Supportive Housing

LUNCH

## WORKSHOP DESCRIPTIONS

### WEDNESDAY MORNING

10:30 to 12:00 Noon

#### **W11 The Future of Research on the Impact of Supportive Housing**

*Jacquelyn Anderson, CSH-Government Affairs and Innovations; Jen Carpenter, Advocates for Human Potential*

This presentation would cover the following topics: (1) most up-to-date research on supportive housing, summarizing our compendium report, (2) research that is currently underway and what we will be learning from over the next few years, and (3) priority research areas for the next three to five years. For the last topic area, we will present ideas, but plan to facilitate a discussion with participants about what issues/outcomes will be particularly important to the industry in the next three to five years, particularly given upcoming health care reform issues, etc.

#### **W12 The ABCs of PHAs**

*Debbie Thiele, CSH-Consulting and Training; Kerry Bate, Housing Authority of Salt Lake County, UT; Rob Pearson, Housing Authority of Santa Barbara, CA*

The world of public housing authorities (PHA) can seem like a mysterious one. It can be daunting to have a conversation with a PHA about how their ACC relates to the PUC in their HAP contracts. In this very interactive workshop, participants will learn PHA lingo, how their programs work, and the best times to approach them for partnerships.

#### **W13 Hospital to Home**

*Julie Grothe, Guild Inc.; Kristen Dillon, Hearth Connection; Shawntera Hardy, Regions*

The Hospital to Home (H2H) initiative takes an innovative and collaborative approach to assist individuals experiencing chronic health conditions, mental illness, and homelessness, and get the care and housing they need without relying on high-cost and often preventable emergency health care.

#### **W14 Innovative Housing Options for Homeless and At-Risk Veterans and Veteran Families**

*Baylee Crone and Karri Simpson, National Coalition for Homeless Veterans*

In this session, providers and partners in the development community will learn more about existing programs and initiatives that are connecting homeless and at-risk veterans and veteran families to supportive and affordable housing options. We will explore processes by which veterans access supportive housing through Federal programs and outline major initiatives and innovative models from the for-profit and non-profit communities that have seen success creating new housing options for homeless and at-risk veterans. We will also discuss the ancillary programs that can leverage support for or financially contribute to existing initiatives to create supportive housing options for homeless veterans and their families.

#### **W15 Analyzing the Role of Transitional Housing in your Continuum**

*Heather Lyons, CSH-Consulting and Training*

With the expanded role of permanent supportive housing in ending chronic homelessness and the move to improve outcomes systemically under HEARTH, the future of transitional housing is a topic that many communities are considering. This workshop will describe processes that are underway in Los Angeles and Alameda County as well as provide an opportunity for participants to share their experiences and concerns as Continuum and 10 Year Plan leads or providers of transitional housing.





**WORKSHOP DESCRIPTIONS**  
**WEDNESDAY MORNING**  
**10:30 to 12:00 Noon [Continued]**

**W16 Keeping Families Together: Supportive Housing for Child Welfare-involved Families**

*Alison Harte, CSH-Government Affairs and Innovations; Laura Bass, La Casa Norte; Other Panelists from Minnesota and Illinois to be confirmed*

CSH will facilitate a panel of presenters representing child welfare and housing providers. Members of Minnesota's Partners for Stable Families will discuss how they have made strides to coordinate services and understand each system's policies and goals for families. In addition to the Minnesota speakers, their Illinois counterparts will discuss their work. The panel will provide tips for permanent supportive housing providers on how to work more closely with their child welfare system. The CSH tool-kit on supportive housing for child welfare involved families will be shared and discussed.

**W17 Neighborhood Service Organization's Bell Building: Supportive Housing Lessons Learned from Development and Service Perspectives**

*David Allen, Joe Heaphy and Risarg "Reggie" Huff, Neighborhood Service Organization*

In June of 2012, Neighborhood Service Organization (NSO), a multi-service organization and a leader in serving Detroit's homeless, began leasing a 155-unit supportive housing project in the rehabbed Michigan Bell Building, a Detroit landmark, using a Housing First model. This presentation will explore the vision and perseverance necessary to take this project from implementation to reality in tough economic times. Presenters will provide insight both from the development and service perspective.

**W18 Tax Credits and Supportive Housing: Structuring for Success**

*Lisa Patt-McDaniel and Beth Long, Ohio Capital Corporation for Housing*

Using case studies we will explore how to develop permanent supportive housing using Low Income Housing Tax Credits. Known for its expertise in housing tax credits, Ohio Capital Corporation for Housing has raised and invested \$2.25 billion in 525 partnerships providing 27,500 units of affordable housing. Of these investments over \$110 million in 33 partnerships created 1,833 units of permanent supportive housing.

**W19 Housing People with Histories of Incarceration: Lessons Learned from the Evaluation of the Returning Home Ohio Pilot**

*Rachel Fuller, CSH-OH; Jocelyn Fontaine, Urban Institute*

In this session, Jocelyn Fontaine of the Urban Institute, Rachel Fuller of CSH-OH and staff from the Ohio Department of Rehabilitation and Correction will share the results of the evaluation of Returning Home Ohio, a permanent supportive housing pilot program designed to serve persons with disabilities who have been incarcerated. Presenters will share lessons learned about how to effectively house persons who have been incarcerated and discuss next steps for the Returning Home Ohio program.



**WORKSHOP DESCRIPTIONS**  
**WEDNESDAY AFTERNOON**  
**1:30 to 3:00 pm**

**W21 Cultural Competency: Lessons Learned**

*Deborah Mitchell*

Cultural competency is a critical factor in the success of any social service organization's ability to deliver quality services to diverse communities. This concept helps to create programs and initiatives that are focused on the needs of the families/individuals based on their value systems and family/community "ways of operating." It also provides the organization with information to address the critical competencies needed for staff in order to provide quality services to diverse communities. This workshop will be a way to explore how to focus on cultural competency as a business outcome.

**W22 Engaging Public Housing Authorities in Supportive Housing**

*Debbie Thiele, CSH-Consulting and Training; Preston Prince, Fresno Housing Authority; Charles Hillman, Columbus Housing Authority*

Participants will learn what public housing authorities need from their partners in order to create permanent supportive housing and serve homeless households in specific programs including Housing Choice Vouchers, Public Housing, Project-based Section 8, and Housing Development. Participants will hear directly from Housing Authority leaders who will share examples of the work.

**W23 Understanding and Responding to Bed Bugs [3 Hours]**

*Jim Hart, Hart-Shegos Inspection Services, LLC; Rebecca Heltzer, Heltzer and Houghtaling, PA*

Bedbugs are here. The reaction to bedbugs further aggravates the trauma of homelessness. Supportive housing struggles with the cost of controlling bedbugs, which includes chemicals and practices that undermine the health of residents, especially children. Learn how to limit the introduction of bedbugs into your housing, offices, and donations. An attorney will be available to answer legal questions.

**W24 Statewide Discharge Policy Implementation**

*Heather Bradley-Gear and Jenni Miller, Missouri Housing Development Commission*

Missouri Interagency Council on Homelessness (MICH) implemented a statewide discharge policy workgroup in February 2011. In December 2011, the MICH approved a statewide discharge policy which is being implemented across all state agencies, continua and public housing authorities. You will learn the necessary tools to implement a statewide discharge policy in your state.

**W25 From Cell to Street: What Offenders Need When They Return to the Community [3 Hours]**

*Mark Groves, Minnesota Department of Corrections*

This workshop will focus on the needs of recent parolees and what is currently being done before and after their release to address those needs. A panel of individuals from inside correctional institutions and community-based programs will discuss these issues and help you gain a deeper understanding of this population. We will explore best practices, and evidence-based initiatives to address what is needed for them to succeed in conventional society.

**W26 State Medicaid Collaboration for Serving High-Users in Permanent Supportive Housing**

*Arturo Bendixen and Peter Toepfer, AIDS Foundation of Chicago*

The AIDS Foundation of Chicago designed a permanent supportive housing (PSH) program to serve homeless, high users of Medicaid. Partnering with a medical provider, the project will establish a "Health Home" for high users. The program will model how Medicaid could pay for supportive services in PSH programs.

**WORKSHOP DESCRIPTIONS  
WEDNESDAY AFTERNOON  
1:30 to 3:00 pm [Continued]**

**W27 Together for Youth**

*Laura Kadwell, Heading Home Minnesota; Cathy ten Broeke, Heading Home Hennepin; Rich Hooks Wayman, Hearth Connection*

In a time of fiscal austerity, how can we do together what we cannot do separately? In this session, attendees will learn about a collective impact project in the Twin Cities metro area that is designed to strengthen the alignment and impact of services to homeless youth.

**W28 What's New with HUD's Homeless Programs?**

*Tom Koon and Michele K. Smith, Housing and Urban Development Community Planning & Development, Minneapolis Field Office*

A discussion on the application of HUD's new definition of homeless by grant programs including Emergency Solution Grants, Supportive Housing Programs funding transitional housing and permanent housing, and Shelter plus Care. HUD staff will present updated information on the Hearth Act and the potential impact on existing programs, Continuum of Care groups, and opportunities for new projects.

**W29 Seeing Young Children: Integrating an Early Childhood Focus in Supportive Housing**

*Janelle Leppa, Carol Burling and Tom Balsley, Simpson Housing Services*

This session will chronicle the journey of our supportive housing program for families towards more intensely seeing and serving the needs of our youngest participants. We will share what led to this focus on early childhood development, how we got started, strategies used, initial outcomes, and lessons learned.

**WORKSHOP DESCRIPTIONS  
WEDNESDAY AFTERNOON  
3:15 to 4:45 pm**

**W31 Housing for all Homeless Youth:**

**A Journey Towards Permanent Supportive Housing for Homeless Youth in the Fargo-Moorhead Metro Area**

*Christopher Johnson, Fraser Ltd.*

This presentation will highlight one organization's stages of development that began with drop-in services, advanced to opening and operating emergency shelter, and finally planning and developing North Dakota's first permanent supportive housing project for youth.

**W32 Public Housing Authority Innovations in Supportive Housing and Systems Change**

*Tricia Tasto Levien, CSH-CA; Al Hester, St. Paul Public Housing Authority; Kristin Winkle, King County Housing Authority*

Public housing authorities can be a major player in large-scale systems change. Learn from three innovative public housing authorities that have stepped out of their traditional roles to create programs and influence policy changes in sponsor-based subsidies, coordinated funding, coordinated housing access, and graduation programs.

**WORKSHOP DESCRIPTIONS**  
**WEDNESDAY AFTERNOON**  
**3:15 to 4:45 pm [Continued]**

**W34 The Detroit FUSE Project**

*Meghan Takashima and Lisa Chapman, CSH-MI*

There is a cohort of frequent users in Detroit who cycle between systems of care without positive outcomes. These individuals face the complex challenges of mental and physical illness, substance use disorder and homelessness in a fragmented system. CSH has brought together partners to provide housing and coordinated care to frequent users in the City of Detroit. Partnering with Wayne State University for evaluation, we hope to demonstrate the cost savings, reductions in utilization and improvement in outcomes for individuals who receive coordinated care.

**W36 Stages of Change Model for Families in Supportive Housing**

*Deborah Smith, New Foundations; Josef Kevin Hardwick, Lampein Consulting Group, Inc.; Jazi Foreman, East Metro Women's Council*

A panel of family service providers will present their specific applications of the 90 Day Window within their program. Specific examples of programmatic rollouts include negotiating front-end expectations through specific "points of contact" encounters; utilizing family genograms to assess family strengths and coping patterns over several generations; evaluating at regular intervals high, medium, and low needs and adjusting levels of service involvement accordingly; linking the stages of change theory to motivational enhancement strategies; increasing mindfulness coping using DBT-based skills coaching; building into program expectations periodic strategy for change meetings with the participant and the supportive services team; engaging parents around the strengths and challenges of their children, teens, and young adults; and utilizing clinical consultation and training.

**W37 The Ways We Work: Interagency Collaborations to Champion and Preserve Supportive Housing**

*Susan Haugen, Minnesota Housing; Michele Smith, Housing and Urban Development Community Planning & Development, Minneapolis Field Office Director; Markus Klimenko, Hennepin County; Beth Holger-Ambrose, Minnesota Department of Human Services; Beth Haukebo, Hart-Shegos and Associates*

This session focuses on the ways that public and nonprofit entities work together to preserve supportive housing units and programs. The inter-agency collaborations occurring in Minnesota, including the Stewardship Council will be highlighted through in-depth conversations with Stewardship Council members and audience participation. In Minnesota, the Stewardship Council brings capital and service funders together to preserve supportive housing with a focus on capital/operating dollars.

**W38 The Matrix: A Tool to Show How Supportive Housing Changes Lives**

*Vicki Farden, MN Housing; Sarah Koschinska, Project for Pride in Living; Ben Van Hunnik, Hearth Connection*

Minnesota Housing providers are using a new dynamic tool called the Matrix, a self-sufficiency tool. Learn how they are using the Matrix not only as an assessment tool, but also to engage with clients and create reports. The Matrix can show changes in every aspect of a client's life and include areas you may already be documenting such as mental health, to those often-forgotten areas such as life skills.

**W39 Evaluating Tenant Progress in Harm Reduction**

*Stephanie Sideman, CSH-IN; Dave Thomas, AIDS Foundation of Chicago*

Areas of study in our harm reduction evaluation include ambivalence, recognition, taking steps, factors that weigh into decision making, and the stages of treatment. Participants will learn how these factors can be measured, which elements mitigate the others, and why it matters. Participants will also learn how to use evaluation tools to best understand tenant outcomes in harm reduction housing over time, as well as how to use the results of an evaluation to help shape case management practices.

**WORKSHOP DESCRIPTIONS**  
**THURSDAY MORNING**  
**10:30 to 12:00 noon**

**T11 Getting Supportive Housing's Data House in Order: Dust Mop or Dynamite?**

*Eric Grumdahl, Dakota County; Lisa Thornquist, Hennepin County; Patrick Troska, Jay and Rose Phillips Family Foundation*

This session explores a common quandary: providers and funders care about data; we spend time collecting it; we spend money on data infrastructure; and, somehow, we still struggle to be data-driven. Why? There is a simple solution, but it is wrong. Instead, we try to map the complexity and reveal a path forward. Don your waders, and join us!

**T12 Youngdahl Living: Permanent Supportive Housing Blended Management**

*Carolyn Wheeler, South Central Human Relations Center; Larissa Tadavarthy, Rippley Richards Consulting; Melissa Boik, Lloyd Management*

Youngdahl Living is a 16-unit permanent supportive housing project in Owatonna that opened in January 2012 after four years of development. It combines 10 Group Residential Housing units with Special Services funded units and 6 units of rentals. The target population is single adults with homelessness (4 units for Long Term Homeless and At Risk of Homelessness) and mental illness, who may or may not also have chemical dependency. The 14,000 square foot comfortable, practical and welcoming facility was designed by LHB Architects. It is staffed by property management and services staff.

**T13 Reentry Housing 101: Why We Should Spend Money to House and Work With Reentry Population**

*John Fallon, CSH-IL; Christin Kahl, Perion Office of Concern*

In the 100,000 Homes Campaign in Chicago, 70 percent of the most vulnerable people on the street spent time in jail or prison. Supportive housing is important in saving lives, reducing crime and saving money. This workshop discusses the benefits of reentry supportive housing and how you can encourage its development.

**T14 Opening Doors across America: A USICH Call to Action**

*Beverly Ebersold, United States Interagency Council on Homelessness*

Working collaboratively and building relationships, we can streamline resources in order to invest in strategies that have a proven impact. Some of the proven strategies that will be highlighted include: opportunities to coordinate with the VA Medical Centers in implementing the plan to end veteran homelessness, collaboration with Public Housing Agencies to identify how families and individuals who are homeless can be prioritized for housing, and the creation of a process to develop a pipeline of permanent, supportive housing units sufficient to reach the goal of ending homelessness.

**T15 Supporting Housing Access and Stability with Social Security Disability Benefits**

*Deborah Dennis, Policy Research Advocates, Inc.; Charlene Flaherty, CSH-Western Region; Sue Augustus, Health & Disability Advocates*

Housing access and stability are enhanced when individuals have access to steady income and treatment supports. SSI/SSDI and the corresponding Medicaid/Medicare benefits transform lives. Supportive housing providers who incorporate SSI/SSDI Outreach, Access, and Recovery (SOAR) efforts into programs realize sustaining rent payments and increased access to supportive services for residents.

**T16 Understanding the New HUD Section 811 Program**

*Andrew Sperling, National Alliance on Mental Illness; Ann O'Hara, Technical Assistance Collaborative*

In 2010, Congress passed the Frank Melville Supportive Housing Investment Act, enacting major reforms to the HUD Section 811 program. Among these reforms is an innovative model for project-based subsidies to develop new integrated permanent supportive housing for non-elderly people with disabilities. This workshop will explore the reforms to the 811 program and new opportunities for states and nonprofits to access the new project-based assistance demonstration program.

## WORKSHOP DESCRIPTIONS

### THURSDAY MORNING

10:30 to 12:00 noon [Continued]

#### T17 Supportive Housing and Child Well-Being: A Longitudinal Study

*Kristine N. Piescher, Ph.D., Center for Advanced Studies in Child Welfare, University of Minnesota;  
Benjamin Van Hunnik, Hearth Connection; Saahoon Hong, University of Minnesota*

The University of Minnesota and Hearth Connection collaborated on a study to investigate the effects of supportive housing on child well-being in regard to child protection involvement and educational outcomes. Findings of the study will be shared. Participants will have an opportunity to discuss implications for policy and service delivery.

#### T18 True Colors Residence - Supportive Housing for LGBT Young Adults

*Colleen Jackson, West End Residences HDFC, Inc.*

West End Residences Executive Director will provide an overview of the organization's newest development: the True Colors Residence, New York's first permanent supportive housing program for formerly homeless LGBT youth/young adults. Ms. Jackson will discuss the history of the project and advocate replication of the model in other cities and states.

#### T19 Medicaid and Indiana's Service Delivery Model for Supportive Housing

*Rodney Stockment, Indiana Housing and Community Development Authority; Lori Phillips Steele, CSH-IN*

This presentation will focus on the methodology the state used to create the crosswalk, discuss policy implications of the work and ways the state is looking to fill "gap" funding for non Medicaid Reimbursable funded services. There will be an opportunity to discuss the pros and cons of relying primarily on Medicaid to fund services for supportive housing. Additionally, the presentation will touch on how the "crosswalk" is being used by the state's Real Choice Systems Change state committee to develop a model for services with the new Section 811 Project Rental Assistance program.

## WORKSHOP DESCRIPTIONS

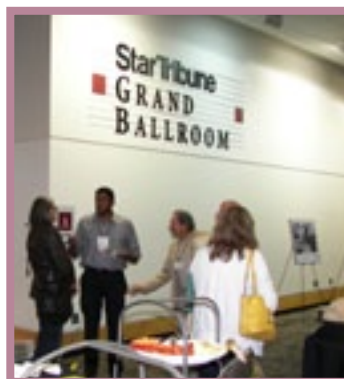
### THURSDAY AFTERNOON

1:30 to 3:00 pm

#### T21 Building "Community" Among Aging Out Foster Youth through Permanent Supportive Housing

*Donna Bolinger, SAFY Foster Care & Adoption; Ann Mannix, Neighborhood Development Association, Inc.;  
Kevan Biggs, Ideal Realty & Development Corporation, Inc.*

Former foster youth are one of the most underserved populations in the nation. Young people transitioning from foster care are significantly affected by the instability that accompanies long periods of out-of-home placement during childhood and adolescence. The presentation will discuss the many resources that communities have to offer support and assistance to the aging out foster youth population, providing hope and a future.



**WORKSHOP DESCRIPTIONS**  
**THURSDAY AFTERNOON**  
**1:30 to 3:00 pm [Continued]**

**T22 Ending Homelessness Among Veterans**

*Elizabeth (Franki) Rezek, Minneapolis VA Health Care System - Homeless Programs; Staff, Minnesota Assistance Council for Veterans*

The national mission of ending homelessness among veterans is the top priority of the Veterans Administration. The Minneapolis VA Health Care System - Homeless Programs has specialized experience in utilizing evidenced-based practices—including housing first, harm reduction, motivational interviewing and cognitive behavioral therapies—and partnering with local non-profits, including the Minnesota Assistance Council for Veterans (MACV), in assisting veterans to maintain housing stability and improve quality of life. MACV works state-wide to provide housing and services to veterans in need. The partnership between VA programs and MACV housing and services has been integral in the effort to end veteran homelessness in Minnesota.

**T23 Landlord Outreach: Effective Engagement with Private Landlords for Scattered-site Housing [3 Hours]**

*Jamie Ewing, CSH-IL*

The private rental market vacancy rate is at an all time low making scattered-site housing extremely difficult. In this session you will learn how to better engage private sector landlords, recruit new landlords, and successfully house your clients in the private market. The session will consist of speakers, case studies and an expert panel with group exercises that will keep the audience fully engaged.

**T24 Impacts of Olmstead on Supportive Housing**

*Andy McMahon, CSH Government Affairs and Innovations*

A number of states are currently exploring (or already engaged in) developing plans to implement the Supreme Court's Olmstead decision; which is focused on integrating people with disabilities who have long histories of institutionalization into the community. This session will explore the role supportive housing can play in the implementation of Olmstead plans, highlight an array of strategies for creating supportive housing opportunities, and identify barriers and opportunities. Audience participation along with Q& A will be strongly encouraged.

**T25 Ending Homelessness on American Indian Reservations**

*Jane Lawrenz, Minnesota Department of Human Services; Carol Priest, Red Lake Homeless Shelter; Val Pacheco, Leech Lake Tribal Council Planning Department*

The Minnesota Indian Reservations are national leaders on understanding and addressing homelessness in their communities. Representatives from several reservations will discuss ongoing initiatives from surveying and understanding homelessness to permanent supportive housing projects on tribal lands that address the needs of certain populations, i.e. families and veterans. Collaborative efforts are a key part of the success that reservations have had in addressing homelessness.

**T26 Recovery Coaching: Added Value for a Supportive Housing Environment**

*Joyce Grangent, JG Consulting Services*

This workshop will focus on a system of care that supports self-directed pathways to recovery, by believing and building on the individual's natural innate abilities to change. We will examine our current system of care that is based on what's wrong with you, instead of focusing—and valuing—our strengths and the resilience of individuals, families and communities.



## WORKSHOP DESCRIPTIONS

### THURSDAY AFTERNOON

1:30 to 3:00 pm [Continued]

#### **T27 Frequent Users of Emergency Health Services in Supportive Housing**

*Janette Kawachi, Catholic Social Services of Washtenaw County; Aubrey Patino and Carole McCabe, Avalon Housing*

This session will look at a model created in Washtenaw County, Michigan that brings together a diverse team of public agencies, community-based organizations, and area hospitals to serve frequent users of emergency health systems in supportive housing. The discussion will highlight how affordable housing resources, intensive case management, and integrated health services are brought together and delivered in a coordinated fashion to effectively serve this high-cost, high-need population.

#### **T28 Getting To Year 16... Start Here! [3 Hours]**

*Meg Slifcak, MKS Consulting*

This session will review key concepts and considerations in creating a plan for the transition of a tax credit property after Year 15 has expired. Key concepts focus on understanding the economics of your partnership and your options for restructuring debt, improving the bottom line in years 10 to 15, compliance after Year 15, and your options as a General Partner.

#### **T29 Permanent Supportive Housing as an Evidence-Based Practice and a Framework for Systems Change**

*Gary M. Travis, Minnesota Department of Human Services, Adult Mental Health Division*

The SAMHSA PSH EBP Toolkit provides fidelity standards for designing and evaluating PSH for persons with mental illness. The PSH EBP core values and principles will be examined in relation to the fidelity standards. The implementation of the standards and the systems change needed for doing so will be explored.

## WORKSHOP DESCRIPTIONS

### THURSDAY AFTERNOON

3:15 to 4:45 pm

#### **T31 Using a CSH Charrette to Create and Update Plans to End Homelessness**

*Heather Lyons, CSH-Consulting and Training; Stephanie Sideman and Lori Philips Steele, CSH-IN*

With the implementation of HEARTH and the release of the Federal Plan to End Homelessness (Opening Doors), communities are reconsidering the value of existing plans to end homelessness. Additionally, even with strong plans, the change in the economy and often changes in local leadership and staffing have created a lull in the success of implementation. A CSH Charrette can help your community create or update a plan, including a community involvement process, within one week, plus 3 to 4 months of pre-planning.

#### **T32 Coordinating Property Management and Support Services in Supportive Housing**

*Carole McCabe and Aubrey Patino, Avalon Housing; Janette Kawachi, Catholic Social Services of Washtenaw County*

Based on Avalon Housing's model of "Enhanced Property Management," speakers will address the support services/property management relationship. In coordination with Avalon Housing's supportive services program, our property management model blends social work and traditional property management activities with a housing first approach that prioritizes helping tenants maintain housing stability.



**WORKSHOP DESCRIPTIONS**  
**THURSDAY AFTERNOON**  
**3:15 to 4:45 pm [Continued]**

**T34 Is it Housing First without Harm Reduction? Is Harm Reduction Housing a Different Model?**

*Ed Stellan, Heartland*

Exploring the intersection of harm reduction and housing first, the presenter will compare the essential elements of housing first and where these are modified when practicing harm reduction housing. Brochures delineating the essential elements of harm reduction housing will also be shared and discussed.

**T35 Social Impact Bonds and Supportive Housing**

*George Stone, CSH-MN; Andy McMahon, CSH-Government Affairs and Innovations*

Across the country, communities are beginning to explore the use of Social Impact Bonds (SIB)/Pay for Success financing mechanisms as a means of improving social outcomes while realizing public sector savings. These “Pay for Success” programs provide a promising new model for financing intervention strategies and incentivizing the effective and efficient implementation of proven interventions. Investments in specific programs have the potential to increase revenue and/or create future savings based on their “Return on Investment.” This session will explore the potential of Permanent Supportive Housing as an intervention that could benefit from a “Pay for Success” mechanism, and will cover many related facets including program design, working capital, and evaluation.

**T36 Adapting to Decreasing Needs of People in Supportive Housing: Two Housing Models**

*Kelby Grovender, Hearth Connection; Julia Welle Ayres and Mary Stein, Ascension Place*

How do you handle the changing levels of need with people in supportive housing? Participants will hear about a new data-driven design created to maximize the potential of consumers, service providers and administrators. Presentation will include real life example from Ascension Place in Minneapolis, MN, who started a next step housing project in March of 2011. Ascension place will share their challenges, successes and lessons learned.

**T37 It Takes A Village: A Housing First Model**

*Lisa Schneider, Housing Partnership of the Fox Cities, Inc.; Cindy Sahotsky, Community Outreach Temporary Services; Joe Wilz, Ryan Community, Inc*

It Takes A Village is a Housing First model developed by three primary nonprofit agencies and several other community partners to be a unique collaborative program where no one agency “owns” the program. It is designed to take advantage of each agency’s strengths and area of focus and pull them together for a cohesive program. It Takes A Village provides affordable permanent supportive housing to individuals who are both homeless and chronically homeless. In addition, it provides intensive case management with a goal-orientated, motivational interviewing and cognitive programming approach, and once a client achieves a sustainable level of stability, they are graduated to receiving after care (a lighter, less-intensive form of case management).

**T39 Introduction to the Seven Dimensions of Quality for Permanent Supportive Housing**

*Rachel Fuller, CSH-OH; TBD*

CSH offers an introduction to its framework for understanding and addressing issues related to the quality of permanent supportive housing. Participants will discuss practical ways to improve the quality of their permanent supportive housing in seven key areas.

# REGISTRATION FEES AND INFORMATION

## Registration Fees

Register early to save money! **The early-bird rate has been extended again to midnight on August 15!**  
To register online, visit the conference website at [www.regonline.com/csh\\_conference](http://www.regonline.com/csh_conference).

Conference Fees:	Register by 8/15/12	Register by 8/31/12	Register after 8/31/12
Conference	\$250	\$275	\$300
Supportive Housing Bus Tour*	\$75	\$85	\$85
Conference Group Discount (details on next page)	-\$20	-\$20	No discount

\* No group discounts on housing tours.

## Registration Information

Conference registration entitles you to:

- All conference materials and attendance at all sessions and workshops
- Continental breakfast and buffet lunch, plus refreshments during afternoon breaks
- Supportive Housing Reception Wednesday evening

## Registration Payment Policy

All registrations must be done online. You may pay by a company, organization, or personal check; money order; institutional purchase order (PO) or credit card (VISA, MasterCard, Discover or American Express).

- An online registration link will be posted at [csh.org/centralregion](http://csh.org/centralregion). Select a payment method and either provide your credit card number or print the invoice generated online and mail it along with your payment.
- POs must be postmarked on or before September 1. The invoice generated from online registration must accompany POs. POs must contain the following information:
  - Name of each attendee covered by the PO
  - Amount due for each attendee, and
  - Total amount due for the PO.
- Full payment is due immediately for on-site registrations made the day of the conference. No POs will be allowed for on-site registration.
- Checks and money orders should be made payable to: **CSH-2012 CRSHC**.
- CSH's Federal Tax ID Number is: 13-3600232.
- If paying by check or PO, mail payment to: Gabriela Reyes

Corporation for Supportive Housing  
205 West Randolph, 23rd Floor  
Chicago, IL 60606  
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Fax: 312.332.7040  
Email: [gabriela.reyes@csh.org](mailto:gabriela.reyes@csh.org)

## REGISTRATION FEES AND INFORMATION [Continued]

### Registration Confirmations

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Your registration status will remain “Pending” and a seat is not guaranteed until fees are paid in full. A registration “Confirmation” will be emailed directly from RegOnline after we process payment. If payment is not received before September 10, 2012, your registration will be cancelled. If you have not received a confirmation by September 10, please call Marsha Wagner at 612.338.2122 or [marsha@castlevisions.com](mailto:marsha@castlevisions.com).

### Refund/Substitution Policy

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All cancellations must be made in writing. Cancellations received on or before September 7, 2012 will receive a full refund less a \$10 administrative fee. No refunds will be allowed on cancellations received after September.

Substitutions can be made online or will be accepted with the written consent of the original registrant.

Cancellations and substitutions not made online should be sent to:

2012 CRSHC  
Amber Buening  
Corporation for Supportive Housing  
2801 21st Avenue South, Suite 230  
Minneapolis, Minnesota 55407  
Email: [amber.buening@csh.org](mailto:amber.buening@csh.org)  
Fax: 612.721.9903

No-shows will be charged the full registration fee.

Submission of registration acknowledges these policies.

### Discounts

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**Groups:** To qualify for the group discount (\$20 per person), you must register at least 5 employees from your organization before August 31. Register online using the group option. No group discounts for the Conference will be allowed after August 31. There will be no group discounts on housing tours.

**Consumers:** Conference registration fee for residents of supportive housing is \$50. Please contact Amber Buening for additional information. (Contact information on page 21.)

## LODGING, PARKING & OTHER INFORMATION

### Conference Location

The 2012 Central Region Supportive Housing Conference is being held at Saint Paul RiverCentre, 175 West Kellogg Boulevard, Saint Paul, Minnesota 55102. Phone: 651.265.4800 or [www.rivercentre.org](http://www.rivercentre.org).

### Parking Information

Parking is available in the RiverCentre Ramp at the event rate of \$10 per day. Enter the ramp on Kellogg Boulevard, between Washington Street and West 7th Street. Parking spaces will not be reserved, and are offered on a space available basis. There are other parking ramps in the vicinity. For more information, check the Conference website: [www.regonline.com/csh\\_conference](http://www.regonline.com/csh_conference).

Conference attendees who are staying at a hotel should use the hotel's parking ramp for overnight parking. See Lodging Information, below.

### Lodging Information

Blocks of rooms at reduced rates have been reserved at two hotels within walking distance of RiverCentre.

Holiday Inn RiverCentre - \$120\*  
175 West 7th Street, St. Paul, MN 55102  
Overnight parking: \$14 plus tax per day, per vehicle  
Reserve by phone: 651.225.1515  
Group Booking Code "Corporation for Supportive Housing" or online at the Holiday Inn RiverCentre

Saint Paul Hotel - \$174\*  
350 Market Street, St. Paul, MN 55102  
Overnight parking: \$20 plus tax per day, per vehicle [use valet parking for in/out privileges]  
Phone: 800.292.9292 or 651.292.9292  
Group ID: 672466  
Ask for "Corporation for Supportive Housing"

\*Rates are for single or double occupancy per night and do not include taxes/fees. The reduced rates listed above are available the nights of Monday, September 10 through Thursday, September 13.

To take advantage of these special rates, please reserve your room by **August 15, 2012**. After that date, room blocks will be released and the hotel may charge a higher rate. Reserve your room online or by calling the phone numbers shown above.

## **Sponsorship/Exhibitor Opportunities**

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To find out more about becoming a Conference sponsor or exhibitor, please check the conference website on [www.regonline.com/csh\\_conference](http://www.regonline.com/csh_conference).

## **Special Needs**

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If you require special assistance to participate in this conference, notify Marsha Wagner, 612.338.2122 or [marsha@castlevisions.com](mailto:marsha@castlevisions.com), prior to September 1 so appropriate accommodations can be made.

Questions about Registration or the Program? Contact: Amber Buening

Email: [amber.buening@csh.org](mailto:amber.buening@csh.org)

Phone: 612.721.3700 x 110

Fax: 612.721.9903